

**103: Organization of this Manual**

The general organization of this Manual is as follows:

Chapter 100: Introduction - describes the mission, responsibilities and authority of the Illinois LTCOP, the organization of this Manual, and the procedures to follow to revise any portion of this manual.

Chapter 200: Definitions - lists and defines the terms used throughout this Manual.

Chapter 300: Organizational Standards and Responsibilities - describes the organizational standards and responsibilities of the IDoA, the SLTCOP, the SLTCO, the Area Agency on Aging, provider agencies, and the Regional LTCOP in relation to the SLTCOP and the process for designation and de-designation of provider agencies and LTCOs.

Chapter 400: Long Term Care Ombudsman Program Service Delivery Standards - describes the five service delivery components to be provided by the SLTCOP through Regional LTCOPs.

Chapter 500: Protocols for Problem Resolution and Investigative Services - provides the Regional LTCOPs with the minimum guidelines for investigating, verifying, and resolving complaints received by or on behalf of long term care residents.

Chapter 600: Access to Residents and Facilities, Residents' Records, and State and Facility Records - explains how to gain access to residents and facilities, to resident, state, and facility records and the process to follow when access is denied.

Chapter 700: Legal Issues - describes the process to follow in seeking legal advice or consultation from the Office by LTCOs and provider agencies, representation and indemnification from the

Attorney General or others, and procedures to follow when interference, retaliation, and/or reprisals exists.

Chapter 800: Confidentiality and Disclosure - outlines the requirements to be followed by the LTCOP and LTCOs to assure confidentiality of residents, complainants, witnesses, or others assisting in the report, complaint, or investigation.

Chapter 900: Conflict of Interest - defines conflict of interest for entities and individuals involved in the LTCOP and procedures for the disclosure, review and remedying of a conflict of interest along with the penalties for failure to identify or remedy a conflict of interest.

Chapter 1000: Volunteer Management - defines the qualifications and role of volunteers in the program services of the SLTCOP.

Appendix A: Older Americans Act - a copy of

*Sections 102(13),(18),(22-24),(32)*

*Section 201(d)*

*Section 202(a)(18)*

*Section 207(b)(1)*

*Section 301(c)*

*Section 304(d)(1)(B)*

*Section 306(a)(9)*

*Section 307(a)(9)*

*Section 321(a)(10)*

*Section 321(d)*

*Section 421*

*Sections 701-705*

*Sections 711-713*

*Sections 762-764*

Appendix B: Illinois Act on Aging - a copy of the Illinois Revised Statutes. 20 ILCS 105/1 et seq.

Appendix C: Long Term Care Ombudsman Program Rules

Appendix D: Documentation Forms - copies and instructions for the Regional LTCOP Quarterly Report, LTCOP Activity Form, and the LTCOP Case Recording Form.

Appendix E: Representation and Indemnification of State Employees Act - a copy of the Representation and Indemnification of State Employees Act, *5 ILCS 350/1 et seq.*

Appendix F: IDoA Appeal Procedures

Appendix G: Designation and Training

Appendix H: Ombudsman Code of Ethics

Appendix I: Illinois Abuse and Neglect Nursing Home Resident Reporting Act

Appendix J: Illinois Probate Act Sections Regarding POA and Guardianship